

## Frequently Asked Questions

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### **How do I determine my Dependent Care FSA contribution amount?**

To participate in your employer sponsored dependent care FSA plan, you must first determine your family's eligible dependent care expenses for the entire plan year (not to exceed \$7,500 per plan year). Then divide your total estimated expenses by the number of pay periods you have during the plan year. This is the amount to be redirected to your Dependent Care FSA each payday.

### **Can I change my election during the plan year?**

It is important to carefully choose the amount you elect to contribute to your Dependent Care FSA. Your election amount may not be changed during the course of the plan year unless you experience a qualified change in family status. Qualifying events include marriage, divorce, death of a dependent or spouse, birth or adoption of child, termination or commencement of employment of spouse, self or spousal unpaid leave of absence, or a substantial change in your family's health coverage due to a change in your spouse's group health plan.

### **How do I get reimbursed from my Dependent Care FSA?**

To access available funds in your dependent care account, simply submit a reimbursement request form online at [enrollwithtag.wealthcareportal.com](https://enrollwithtag.wealthcareportal.com) or via the mobile app under TAG Benefit Center in the App Store. You may also submit a reimbursement request form via fax (602) 333-4256 or mail 43471 Ridge Park, Dr. Ste B, Temecula, CA 92590. It is important that the request form is completed in its entirety to ensure efficient processing of your claims. Reimbursement request forms can be found online at [www.enrollwithtag.com](https://www.enrollwithtag.com).

### **What if my claim amount is greater than the balance in my dependent care account?**

If your claim amount is greater than the balance in your dependent care account, TAG will reimburse you up to the amount that is in your account and hold the remainder of your claim until your account balance meets or exceeds the claim amount, at which time TAG will reimburse the remaining balance of your claim.

### **Does my childcare provider need to be a licensed care provider?**

No. If your care provider is a business, TAG requires you to provide the Tax ID number or an EIN number of the provider. If your care provider is an individual, TAG requires you to provide a social security number with your reimbursement request. Your care provider may be a relative, but may not be a minor child or dependent which you claim on your income tax return.

### **Participant Support**

If you have additional questions about how the dependent care assistance program can help you, please contact your TAG participant support team at (877) 506-1660. A live representative is available to assist you with all inquiries from 7:00am to 5:00pm PST. You may also send inquiries to [support@enrollwithtag.com](mailto:support@enrollwithtag.com) or visit [www.enrollwithtag.com](https://www.enrollwithtag.com) for further assistance.